ABSTRACT OF THE DISCLOSURE

The invention relates to a system for remote maintenance and/or diagnosis of an automation system (2), which is provided with an electronic firewall (12). To access the automation system, for instance via the Internet

5   from any computer connected to the Internet, it is proposed to transmit an e-mail message (16) to the automation system via a data transmission system (18) with a first transmit/receive device (3) which is disposed at the location of a remote user (1). To this end, an instruction (8) to be executed at the location of the automation system is packaged by an instruction encoder in the e-mail

10 message to be transmitted. At the location of the automation system, a second transmit/receive device (5) is provided to receive the e-mail message sent by the remote user (1). The second transmit/receive device has an instruction decoder (11) to automatically identify the instruction in the e-mail message and forward the instruction to the application (6) for which the instruction is

15 intended.